GOVERNMENT OF INDIA
CORPORATE AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3846
ANSWERED ON:24.03.2017
MCA21
Kalvakuntla Smt. Kavitha

Will the Minister of CORPORATE AFFAIRS be pleased to state:

(a) whether the MCA21 system is being used by the Government for effective monitoring and redressal of grievances along with Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal and if so, the details thereof;

(b) the other measures undertaken by the Government to reduce the number of grievances;

(c) whether the Government intends to tap social media for creating public awareness in this regard; and

(d) if so, the details of the steps undertaken so far?

Answer

THE MINISTER OF STATE (SHRI ARJUN RAM MEGHWAL)
IN THE MINISTRY OF CORPORATE AFFAIRS
???????? ????? ???????? ?? ????? ?????? (???? ?????? ??? ??????)

(a) : MCA21 system has Investor Complaint /serious Complaint e-forms which are available to Stakeholders for filing complaints online. It has also a facility to process scanned complaints received through physical medium.

(b) : Investor complaints received in the Ministry and its field offices are forwarded to the concerned companies for remedial action. In case the company fails to redress the grievance of the complainant and/ or is found to be in violation of the provisions of the Companies Act, suitable action under the provisions of the Companies Act 1956/2013 is initiated. Further, in the meetings of the 'Investor Grievance Resolution Forum' held in offices of Registrars of Companies from time to time, complainants and representatives of companies meet and discuss to resolve investor grievances.

(c)&(d): Investor awareness Programmes are being conducted through All India Radio, Doordarshan and short messaging service. There is no proposal to tap social media in this regard .
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